

City of Dallas
Classification Specification

Title:	Police Dispatcher	Class Code:	46522
Application:	Career Series	Pay Grade:	F
Supplemental/Code:	Office and Clerical/4	Established:	10/01/94
FLSA Status:	Non-exempt	Revised:	01/01/09

Position Purpose

Receives and dispatches calls for police service and provides accurate and concise information in support of police field units to promptly respond to 911 calls ensuring the safety of officers.

Essential Functions

1. Assigns and broadcasts all police calls, according to priority, to the nearest available field unit within geographic area of responsibility to respond to police assistance request.
2. Maintains card slots in console and enters dispatching information into computer designating the officers that are in or out of service to ensure information on available officers is readily available.
3. Receives and relays all information from field to appropriate personnel to ensure all necessary information/equipment is readily available.
4. Notifies and receives police related information to-from other police divisions or agencies to ensure information is communicated promptly.
5. Prepares and updates daily records or tally sheets of patrol activities manually to provide daily dispatching documentation.
6. Informs field officers of major incidents, hazardous situations or locations where such information will be beneficial to prevent injuries to officers.
7. Keeps track of three monitors, printer with incoming dispatch requests, 45 to 50 field officers throughout shift, and other police personnel requests all at the same time to ensure prompt processing of requests and police information.
8. Regular, reliable and punctual attendance is an essential function of the job.

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Knowledge, Skills and Abilities Required to Perform Work

Knowledge of Dallas Police Department policies, rules, regulations, and guidelines related to the evaluation and dispatching of calls.

Knowledge of computer operation and dispatch codes.

Knowledge of geographic layout of the City of Dallas.

Effective listening skills and ability to speak clearly and distinctly over the radio.

Ability to operate a two-way radio.

Ability to effectively respond in a stressful or high pressure environment handling emergency and non-emergency communications in a calm manner.

Ability to handle several emergency situations at one time.

Ability to type 35 words per minute.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Working Conditions and Hazards

Normal office conditions.

Exposed to continuous high pitched noise in head phones, from printer and telephones and eye strain.

Subject to high stress situations.

Works nights, weekends and holidays.

The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.